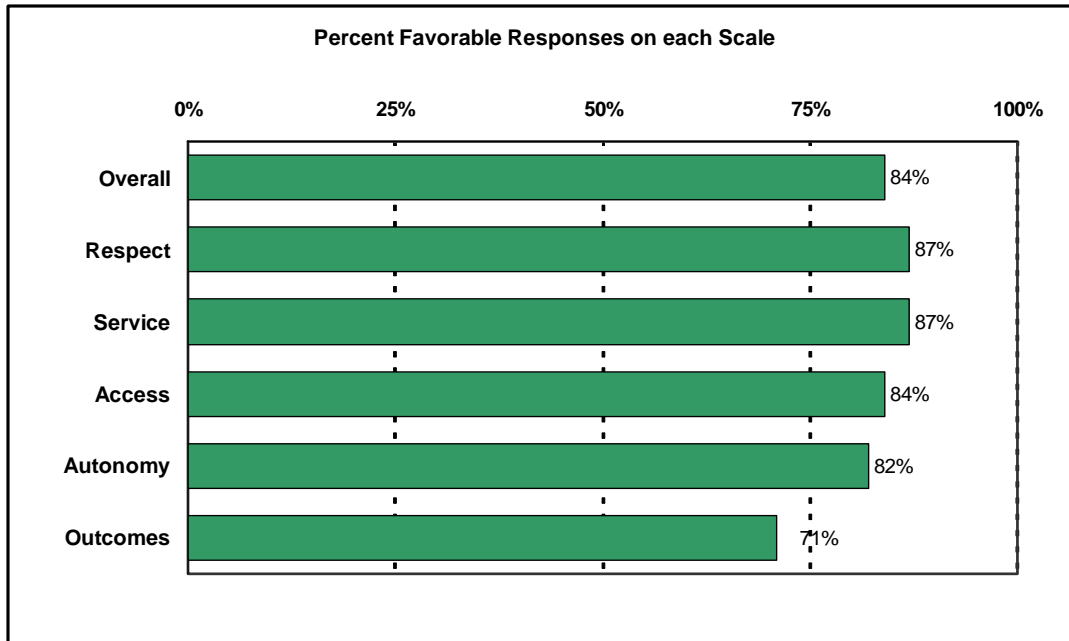


# **Executive Summary**

## **Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2011**



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Copies of this report and other reports describing consumer and stakeholder evaluations of community mental health programs in Vermont are available online at: <http://mentalhealth.vermont.gov/report/survey>

## **Consumer Evaluation of Community Rehabilitation and Treatment Programs Vermont: FY2011**

Community mental health services for consumers with severe and persistent mental illness in Vermont are provided by Community Rehabilitation and Treatment (CRT) Programs administered by ten designated agencies. The 2011 CRT survey is the ninth evaluation by consumers of CRT services provided by designated agencies in Vermont, following similar consumer surveys in 1997, 2000, 2003, 2006, 2007, 2008, 2009, and 2010.

The results of these surveys are used in conjunction with measures of program performance drawn from existing databases to provide a more complete picture of the performance of local CRT programs. The combined results of these evaluations allow consumers and other stakeholders to compare the performance of community-based mental health programs in Vermont, and to support local programs in their quality-improvement process.

The results of this survey should be considered in light of previous consumer- and stakeholder-based evaluations CRT programs in Vermont, and in conjunction with the results of consumer and stakeholder surveys that will be conducted in the future. These evaluations should also be considered in light of measures of access to care, service delivery patterns, service system integration, and treatment outcomes that are based on analyses of administrative databases. Many of these indicators are published in the annual Department of Mental Health (DMH) Statistical Reports and weekly Performance Indicator Project reports (PIPs), available at <http://mentalhealth.vermont.gov/report/pip>.

This approach to program evaluation assumes that performance is best understood on the basis of a variety of indicators that focus on different aspects of programs. This report focuses on one very important measure of the performance of Vermont's CRT programs, the subjective evaluations of the consumers who were served.

### **Statewide Results**

More than 70% of Vermont's FY2011 Community Rehabilitation and Treatment (CRT) program consumer survey respondents rated their programs favorably on each of six scales. Eighty-four percent of respondents rated programs favorably *Overall*. Some aspects of program performance, however, were rated more favorably than other aspects. The survey items related to *Respect* (87% favorable), *Service* (87% favorable), *Access* (84% favorable) and *Autonomy* (82% favorable) received more favorable responses than items related to *Outcomes*, which received the least favorable responses (71%).

Statewide, the most favorably rated items were related to staff and services.

- *"Staff treated me with respect,"* with 91% of consumers agreeing or strongly agreeing with that item
- *"Staff encourage me to adopt and maintain a healthy life style"* (89% favorable)
- *"Staff I work with are competent and knowledgeable"* (89% favorable)
- *"I like the services that I receive"* (89% favorable)
- *"Services are available at times that are good for me"* (89% favorable)

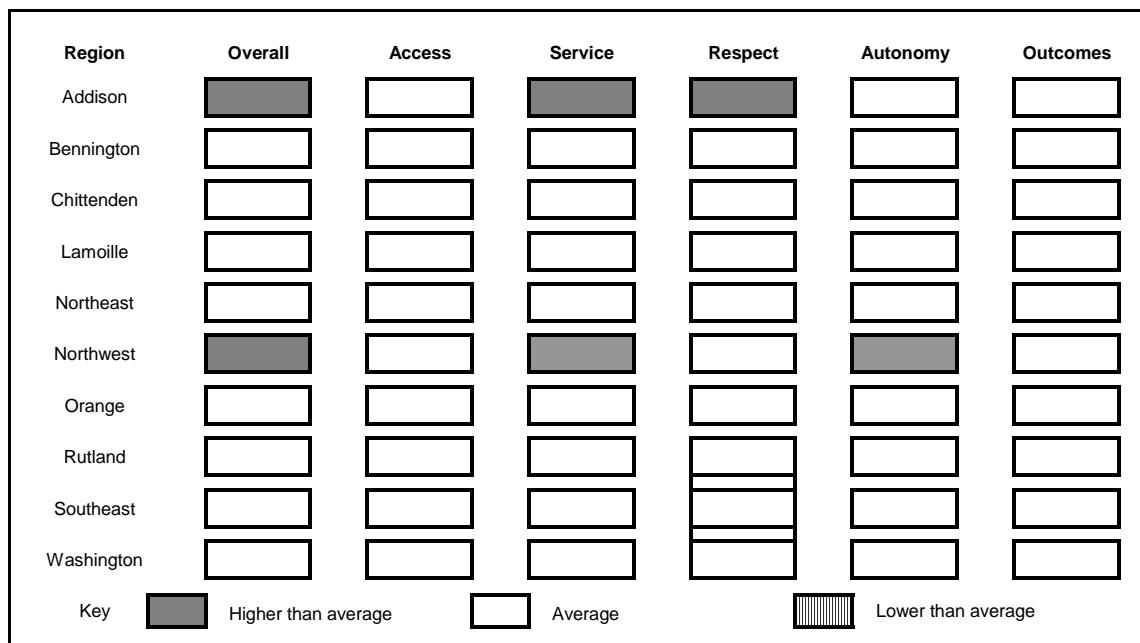
Statewide, the least favorably rated items were related to outcomes of treatment.

- "I do better at work and/or school" (56% favorable)
- "I feel I belong in my community" (62% favorable)
- "I do better in social situations" (65% favorable)
- "My symptoms are not bothering me as much" (69% favorable)
- "My housing situation has improved" (69% favorable)
- "I am getting along better with my family" (69% favorable)

### Differences among Agencies

In order to compare consumers' 2011 evaluations of CRT programs in the ten designated agencies, consumer ratings of each program were compared to the statewide average for each of the scales. These comparisons showed little variation among agencies. The CRT program in the Addison region received significantly higher scores than the statewide average on three of the six scales (*Overall*, *Service*, and *Respect*). The CRT program in the Northwest region also received significantly higher scores than the statewide average on three of the six scales (*Overall*, *Service*, and *Autonomy*). Consumer evaluations of the other eight CRT programs in the Bennington, Chittenden, Lamoille, Northeast, Orange, Rutland, Southeast, and Washington regions were not significantly different from the statewide average on any of these scales.

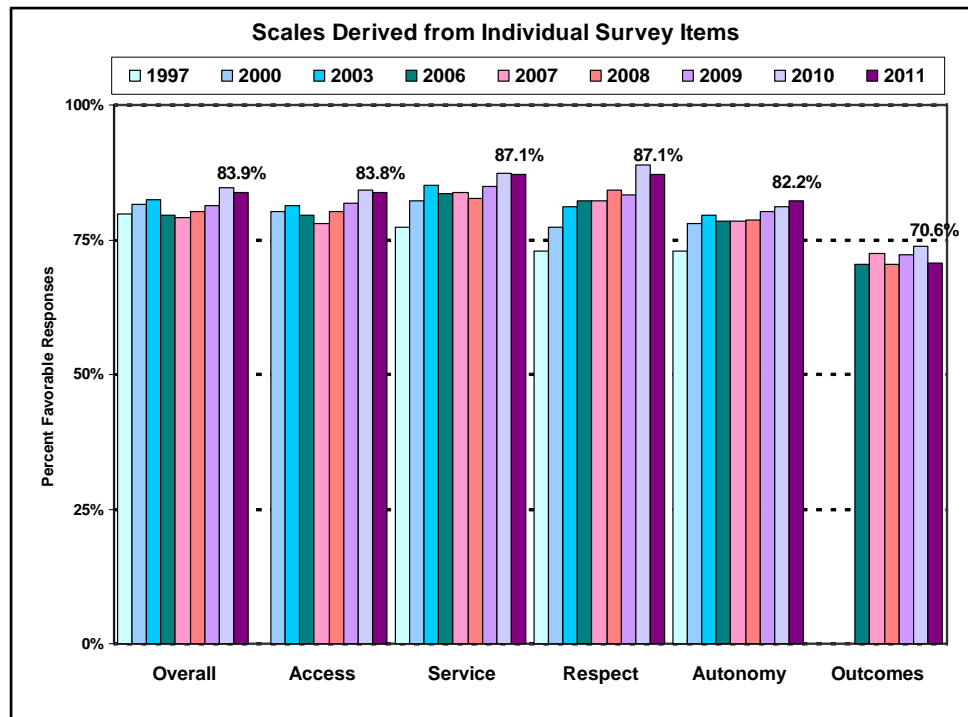
### Positive Consumer Evaluation of Community Rehabilitation and Treatment Programs: FY2011



### Comparison with Previous Surveys

Statewide, scale scores for *Respect* show the largest increase from 1997 to 2011. There have been small variations over time in consumers' evaluations of CRT programs in Vermont on the other five scales and all scales, with the exception of *Autonomy*, showed slight decreases from 2010.

## Favorable Consumer Evaluation of Community Rehabilitation and Treatment Programs in Vermont



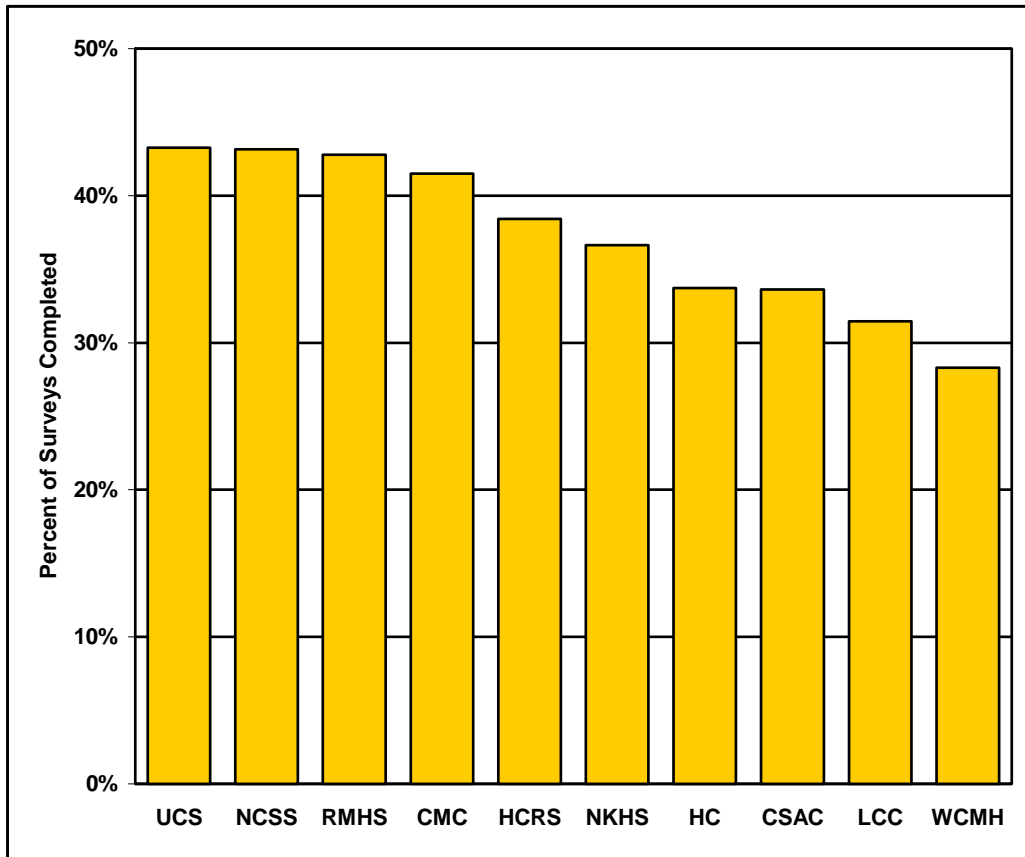
### Methodology

In October 2011, the Adult Unit of the Vermont Department of Mental Health (DMH) asked consumers to evaluate the Community Rehabilitation and Treatment (CRT) Programs for adults with serious mental illness in Vermont's ten designated agencies. A random sample of 75% of all consumers who received services from these programs during January through June of 2011 were sent questionnaires that asked for their opinion of various aspects of these services. A total of 682 consumers (36% of deliverable surveys) returned completed questionnaires.

The CRT survey consists of forty-four fixed-alternative questions and one open-ended question designed to provide information that would help stakeholders to compare the performance of CRT programs in Vermont. The survey instrument is based on the Mental Health Statistics Improvement Program (MHSIP) Consumer Survey developed by a multi-state work group, with additional items that were added in response to input from Vermont stakeholders.

In order to facilitate comparison of Vermont's ten CRT programs, the consumers' responses to the forty-four fixed-alternative items were combined into six scales. The scales focus on *Overall* consumer evaluation of program performance, and evaluation of program performance with regard to *Access*, *Service*, *Respect*, *Autonomy* and *Outcomes*. In order to provide an unbiased comparison across programs, survey results were statistically adjusted to remove the effect of dissimilarities among the client populations served by different designated agencies. All scale scores include measures of statistical significance at the 95% confidence level ( $p < .05$ ). Additional comments about program performance were offered by 21% of respondents: 11% of all respondents made positive comments, 6% made negative comments.

### Response Rates by CRT Program in Vermont: FY2011



Region/Agency	Surveys		Response Rate
	Delivered	Completed	
Statewide	1,877	682	36%
UCS - Bennington	104	45	43%
NCSS - Northwest	146	63	43%
RMHS - Rutland	180	77	43%
CMC - Orange	106	44	42%
HCRS - Southeast	242	93	38%
NKHS - Northeast	202	74	37%
HC - Chittenden	427	144	34%
CSAC - Addison	116	39	34%
LCC - Lamoille	89	28	31%
WCMH - Washington	265	75	28%

**Favorable Responses to Individual Items by CRT Program in Vermont: FY2011**  
**Ordered by Statewide Percent Favorable Responses**

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
25. <i>Staff treat me with respect.</i>	91%	97%	96%	92%	85%	88%	94%	95%	94%	88%	84%
28. <i>Staff encourage me to adopt and maintain a healthy life style.</i>	89%	97%	84%	88%	81%	85%	92%	95%	93%	88%	89%
24. <i>Staff I work with are competent and knowledgeable.</i>	89%	100%	89%	87%	86%	91%	92%	95%	88%	87%	84%
1. <i>I like the services that I receive.</i>	89%	100%	91%	85%	81%	93%	94%	93%	86%	85%	88%
8. <i>Services are available at times that are good for me.</i>	89%	97%	84%	91%	86%	91%	92%	89%	87%	88%	82%
23. <i>Most of the services I get are helpful.</i>	88%	95%	89%	88%	79%	89%	92%	89%	86%	85%	89%
19. <i>Staff respect my wishes about who is, and is not, to be given information about my treatment.</i>	88%	89%	82%	86%	79%	91%	95%	95%	89%	83%	89%
14. <i>I have been given information about my rights.</i>	88%	87%	80%	82%	86%	86%	97%	93%	89%	90%	91%
17. <i>Staff encourage me to take responsibility for how I live my life.</i>	87%	90%	86%	84%	82%	82%	90%	91%	91%	86%	93%
15. <i>Staff respect my rights.</i>	87%	95%	84%	84%	79%	85%	94%	89%	86%	89%	85%
4. <i>The location of the services is convenient (parking, public transportation, distance, etc.).</i>	85%	90%	87%	90%	86%	81%	90%	84%	85%	86%	73%
26. <i>Staff help me to solve problems when they arise.</i>	85%	100%	89%	81%	89%	78%	95%	88%	87%	84%	80%
21. <i>Staff are sensitive to my cultural background (race, religion, language, etc.).</i>	85%	95%	82%	80%	82%	81%	89%	86%	88%	84%	86%
12. <i>My questions about treatment and/or medication are answered to my satisfaction.</i>	84%	92%	86%	85%	79%	86%	90%	91%	83%	75%	79%
3. <i>I would recommend this agency to a friend or family member.</i>	83%	97%	89%	79%	63%	88%	85%	86%	79%	85%	83%
5. <i>Staff are willing to see me as often as I feel it is necessary.</i>	83%	92%	78%	83%	82%	88%	83%	84%	81%	85%	78%
27. <i>Staff and services are responsive to my changing needs.</i>	83%	95%	75%	81%	78%	78%	92%	90%	83%	83%	84%
9. <i>I am able to get the services I need.</i>	82%	95%	76%	78%	79%	86%	90%	81%	80%	82%	80%
22. <i>Staff help me get the information I need so that I can take charge of managing my illness.</i>	82%	89%	76%	78%	82%	85%	89%	86%	82%	79%	81%
16. <i>I am encouraged to use consumer run programs (support groups, drop-in centers, crisis lines etc).</i>	82%	85%	89%	79%	68%	75%	94%	81%	80%	84%	81%
7. <i>Staff return my calls within 24 hours.</i>	81%	87%	77%	74%	82%	88%	81%	91%	89%	81%	73%
11. <i>Staff believe that I can grow, change and recover.</i>	81%	90%	78%	79%	75%	73%	84%	83%	83%	82%	81%
<b>Overall Average</b>	<b>79%</b>	<b>86%</b>	<b>76%</b>	<b>77%</b>	<b>74%</b>	<b>78%</b>	<b>82%</b>	<b>82%</b>	<b>80%</b>	<b>79%</b>	<b>78%</b>

(continued)

**Favorable Responses to Individual Items by CRT Program in Vermont: FY2011**  
**Ordered by Statewide Percent Favorable Responses**

	<u>Statewide</u>	<u>Addison</u>	<u>Bennington</u>	<u>Chittenden</u>	<u>Lamoille</u>	<u>Northeast</u>	<u>Northwest</u>	<u>Orange</u>	<u>Rutland</u>	<u>Southeast</u>	<u>Washington</u>
2. <i>If I had other choices, I would still get services from this agency.</i>	80%	85%	82%	78%	74%	82%	84%	81%	71%	84%	81%
13. <i>I feel free to complain.</i>	80%	82%	76%	78%	71%	71%	87%	84%	86%	82%	80%
6. <i>I am satisfied with my progress in terms of growth, change and recovery.</i>	79%	89%	73%	76%	70%	80%	75%	81%	83%	82%	79%
10. <i>I am able to see a psychiatrist when I want to.</i>	79%	79%	73%	82%	93%	72%	82%	88%	81%	79%	65%
38. <i>I am better able to take care of my needs.</i>	78%	89%	80%	75%	69%	81%	72%	76%	77%	79%	85%
20. <i>I, not staff, decide my treatment goals.</i>	78%	74%	76%	73%	86%	78%	89%	79%	79%	81%	76%
29. <i>I deal more effectively with daily problems.</i>	78%	89%	73%	76%	73%	70%	79%	81%	79%	82%	76%
30. <i>I am better able to control my life.</i>	77%	86%	67%	78%	69%	73%	82%	78%	80%	77%	79%
31. <i>I am better able to deal with a crisis.</i>	75%	83%	69%	72%	62%	70%	84%	79%	79%	75%	73%
42. <i>I have people with whom I can do enjoyable things.</i>	74%	74%	68%	76%	81%	73%	69%	76%	72%	77%	76%
37. <i>I do things that are more meaningful to me.</i>	74%	84%	80%	68%	58%	75%	66%	71%	76%	81%	78%
40. <i>I am better able to do things that I want to do.</i>	73%	79%	73%	69%	62%	71%	71%	76%	76%	79%	75%
18. <i>Staff tell me what medication side effects to watch for.</i>	72%	76%	67%	75%	70%	70%	79%	83%	68%	64%	71%
44. <i>In a crisis, I would have the support I need from family or friends.</i>	72%	78%	64%	70%	67%	66%	77%	79%	74%	80%	64%
39. <i>I am better able to handle things when they go wrong.</i>	70%	87%	77%	68%	62%	69%	69%	79%	70%	66%	68%
41. <i>I am happy with the friendships I have.</i>	70%	76%	58%	70%	70%	71%	72%	69%	74%	68%	72%
32. <i>I am getting along better with my family.</i>	69%	66%	60%	64%	68%	79%	66%	66%	73%	77%	69%
35. <i>My housing situation has improved.</i>	69%	76%	66%	65%	77%	70%	64%	65%	72%	70%	71%
36. <i>My symptoms are not bothering me as much.</i>	69%	78%	61%	66%	54%	61%	72%	74%	74%	69%	74%
33. <i>I do better in social situations.</i>	65%	76%	56%	61%	58%	64%	69%	71%	68%	64%	66%
43. <i>I feel I belong in my community.</i>	62%	66%	48%	65%	59%	66%	59%	62%	71%	60%	56%
34. <i>I do better at work and/or school.</i>	56%	61%	45%	51%	54%	58%	57%	59%	59%	50%	69%
<hr/>											
<b>Overall Average</b>	<b>79%</b>	<b>86%</b>	<b>76%</b>	<b>77%</b>	<b>74%</b>	<b>78%</b>	<b>82%</b>	<b>82%</b>	<b>80%</b>	<b>79%</b>	<b>78%</b>